

	INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE MANUAL	
	Chapter 3: Intake	Effective Date: November 1, 2005
	Section 2: Creating a CA/N Intake Report	Version: 1

POLICY

- The Indiana Department of Child Services (DCS) will create an intake report (310) using the Indiana Child Welfare Information System (ICWIS) to document reports of alleged child abuse/neglect (CA/N).
- DCS will hold confidential the identity of persons who report allegations of CA/N unless a court requires the reporter's identity to be disclosed at some point.
- DCS will accept CA/N allegations from persons who wish to remain anonymous, however, DCS will strongly encourage all reporters to provide contact information so that follow-up can occur if more information is needed.

Code References

- [IC 31-33-7-4: Written Reports](#)
- [IC 31-33-18 Disclosure of Reports; Confidentiality Requirements](#)

PROCEDURE

The intake worker will:

1. Gather and document as much information as possible by thoroughly interviewing the reporter about the alleged incident, the alleged child victim, the alleged perpetrator, the child victim's family, etc.
2. Review the information gathered and ask any additional questions needed to clarify vague, confusing, or incomplete statements.
3. Advise the reporter that his/her identity will not be disclosed by DCS to the alleged perpetrator unless the court orders the reporter's identity to be disclosed at some point.
4. Follow all confidentiality policies and procedures should the reporter ask if his/her report will be assigned for investigation (assessment). See separate policy [Sharing Confidential Information](#).
5. Create a CA/N intake report in ICWIS. Ideally, this will occur during the initial call from the reporter. The intake report must be completed in ICWIS no later than 24 hours after the conclusion of the initial call from the reporter or after the information was received if by email or mail.
6. Evaluate the report to determine the appropriate DCS response (see separate policy, [Initial Evaluation of CA/N Intake Reports](#))

PRACTICE GUIDANCE

The Quality of the Intake Report Impacts Child Safety

See practice guidance in separate policy, [Receiving Calls \(Overview\)](#) for details.

Excellent Customer Service is Imperative

See practice guidance in separate policy, [Receiving Calls \(Overview\)](#) for details.

Interview Guide

Note: The following interview guide is not intended to be used by the intake worker as a script, rather, it is provided to give guidance regarding the type of information that should be collected.

It is important to gather the most critical information about the victim **early on in the call**. That way, even if a call were to end before the interview was complete, DCS may have enough information to identify and locate the victim and initiate an investigation (assessment):

1. Information about the **child(ren)** that are the subject(s) of the reporter's concern(s)
 - a. Name, age, date of birth (DOB)
 - b. Is (are) the child(ren) in danger?
 - c. Present location of child
 - d. Does the alleged perpetrator have access to the child(ren)?
 - e. What is the current physical and mental condition of the child?
 - f. If injuries, describe (location, type, etc.)
 - g. Developmental ability/any known disabilities
 - h. Behaviors (i.e., violent, withdrawn, etc.)
 - i. Relationship with alleged perpetrator
2. Information about the **alleged CA/N**
 - a. What happened
 - b. When it occurred
 - c. Where it occurred
 - d. Names of any persons who witnessed the CA/N
 - e. Are there other incidents of CA/N?
3. Information on **other children** living in the household
 - a. Name, age, DOB
 - b. Present location
4. Information about the **home environment** that could impact the safety of the child(ren), DCS staff and other responders
 - a. Weapons (guns, knives, etc.)
 - b. Domestic violence
 - c. Drugs (if yes, what type – meth lab suspected?)
 - d. Dangerous pets or other animals
5. Information about the **alleged perpetrator(s)** and all **caretaker(s)** of the child(ren), including those that are and are not living in the household.
 - a. Name, age, DOB
 - b. Household address
 - c. Household type (single, married, etc.)
 - d. Behavioral issues (violence, substance abuse, mental health issues criminal history, etc.)
 - e. Prior history with DCS (Note: intake worker does not ask this question, but documents if it comes up in conversation)
 - f. Current stressors
6. Information about the **reporter**
 - a. Name (if willing)
 - b. Contact information in case follow-up is necessary (if willing)
 - c. Relationship of the reporter to the household

7. Any additional information needed to clarify vague or unclear statements, partial information, etc.

Clarifying Confusing or Incomplete Statements

It may be necessary for the intake worker to ask the reporter to clarify confusing or incomplete statements. Example: The reporter says, “The man molested the little girl.” In this example, the intake worker should ask for more information, such as “Please give me the details of what exactly the man did to the little girl.” This is necessary because people may have different ideas about what the term “molest” means.

FORMS AND TOOLS

- CA/N Intake Report (310) – available in ICWIS

RELATED INFORMATION

- N/A